

COVID-19 Risk Assessment

This Risk Assessment (RA) has been carried out in accordance with existing Health and Safety Legislation in addition to current Government guidelines and information relating to the COVID-19 pandemic. This RA will be reviewed frequently in accordance with any changes in Legislation, Government guidelines and our own working practices. This document does not replace existing RAs and should be adhered to in conjunction with those documents. In addition to this RA there is a Visitor Guide, Back to Work Guidance and procedures for dealing with confirmed or suspected COVID-19 cases.

This RA focuses specifically on minimising the risk of exposure to COVID-19 for anyone who works in or visits our offices or our floors within multi-tenanted buildings; employees, clients, visitors, suppliers and contractors. The core principles are:

1. Testing of all plant and equipment and services.
2. Implementation of an enhanced cleaning regime.
3. Provision of products to ensure everyone is able to take responsibility for their own personal hygiene and welfare.
4. Maintaining social distancing.
5. Provision of PPE.
6. Clear instruction, signage and communication.

Name of Assessor:	Wendy Thomas	Office:	All
Signature	<i>Wendy Thomas</i>	Date of Assessment:	21 May 2020
Signature	<i>Wendy Thomas</i>	Date of revision:	20 Aug 2020
Signature	<i>Wendy Thomas</i>	Date of Revision	25 Nov 2020
Signature	<i>Wendy Thomas</i>	Date of Revision	11 Jan 2021

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Activity	Hazard	Persons at Risk	Control Measures in place	A	B	Risk Rating (AxB)	Further Action Required
Operation of plant and equipment	Limited operation in recent weeks may have rendered services unsafe	All	<ul style="list-style-type: none"> a. Our offices have remained open throughout lock-down and therefore regular, routine PPM has continued on all services. b. Additional maintenance and checks recommended by our service providers due to the reduced usage of some services were undertaken prior to more staff and visitors returning to work and will continue as necessary. c. Air Handling Systems circulate fresh air and it is not therefore necessary to open available windows. Opening windows will cause inefficiencies to the operation of the systems. 	3	1	Low	No issues were identified in any premises.
Water systems	Exposure to bacteria due to reduced operation of systems	All	<ul style="list-style-type: none"> a. Additional water testing was carried out and results obtained. Further testing will be carried out if deemed necessary. b. Filters have been changed on all relevant equipment. c. Facilities teams carry out frequent flushing of toilets and running of all taps. 	2	1	Low	No issues were identified in any premises.

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Deep cleaning	Exposure to virus on surfaces	All	<ul style="list-style-type: none"> a. We maintained a reduced cleaning regime throughout the lockdown period. b. A deep clean of all areas was undertaken by our service providers, prior to the increase in numbers of staff returning to work. c. IT equipment and telephones are regularly mist sprayed with an anti-virucidal product. d. Facilities team maintain sufficient supplies of soap, hand sanitizers and anti-bacterial wipes and distribute these throughout all areas of the offices for staff to use should they wish. 	4	2	Med	Enhanced cleaning remains in place.
Daily cleaning regime	Exposure to virus on surfaces		<ul style="list-style-type: none"> a. Agreed an enhanced cleaning regime and ensured this in place to accommodate the increase in staff numbers. b. Regular cleaning of all touch points is undertaken throughout the working day, either by house keepers or facilities team. c. Anti-bacterial wipes are available for staff to use in all high traffic areas should they wish to do so, i.e. print hubs and kitchens. d. Signage instructs staff to use wipes before and after using all equipment. 	4	2	Med	Following deep clean of all sites enhanced cleaning regimes have been implemented daily.
Entering a building or floor	Exposure to virus on touch points		<ul style="list-style-type: none"> a. Frequent cleaning and sanitizing of all touch points is undertaken by cleaning operatives. b. Hand sanitizers installed in main building entrances and internal entrances to floors. c. Avoid contact with hands where possible, use elbows or shoulders which are covered. d. All staff, visitors and contractors must scan the QR code on their smart phone upon entry to the 	4	2	Med	QR code scanning is crossed checked with entry logs

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			building and complete the COVID health declaration they are sent. e. If a smart phone is not available there is a link on Mercury and the facilities team can also assist with completion. f. Clear signage has been erected throughout the buildings reminding people of social distancing and other safety measures.				
Use of lifts	Exposure to virus by an infected person or touch point	All	a. Lifts usage is restricted to one person at a time in each car. b. Touch points are cleaned regularly throughout the day by cleaning operatives. c. Avoid using lifts and take the stairs if able to do so.	4	2	Med	
Shared occupancy of multi-tenanted buildings	Exposure to virus by an infected person or touch points		a. Revised safety strategies have been obtained from the building management teams in Leeds, London and Manchester. b. We will provide the building management with our own procedures. c. Facilities teams work with the building management teams to ensure that all safety procedures are aligned. d. We will adhere to all safety procedures issued by those in control of the building.	4	2	Med	Building management strategies are in-line with our own procedures and would be challenged if necessary.

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Sitting at workstation	Exposure to virus		<ul style="list-style-type: none"> a. Desk availability has been restricted to ensure social distancing can be maintained. Condeco will be used where available. b. Manchester facilities team are managing desk availability manually. c. Cleaning service provider will clean all desks in use every day and desks not in use twice a week. d. In addition to the cleaning measures in place, anti-bacterial wipes are available for staff use to wipe their desk, chair and IT equipment prior to use if they would like to do so. 	4		Med	
Maintaining social distancing	Exposure to an infected person	All	<ul style="list-style-type: none"> a. Facilities teams have used tape to clearly mark 2m zones in high traffic areas such as kitchens, lobbies, print hubs. b. Entrances will be monitored by facilities team to ensure social distancing is maintained. c. Clear signage has been erected in all high traffic areas. d. Use of tea points, print hubs and other high traffic areas is restricted to one person at a time. e. Conversations with colleagues must be conducted whilst maintaining social distancing. f. Limit movement between areas where possible. g. In the event of an emergency evacuation every effort must be made to maintain social distancing, whilst evacuating and at the assembly points. h. Prior to return to the office, staff are sent a back to work guide which outlines safety measures in place. 	4	2	Med	

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Tea points	Exposure to virus by infected persons or touch points	All	a. Only prepare drinks for yourself. b. Items used to be placed in dishwashers after use for effective cleaning. c. In addition to the cleaning regime in place, anti-bacterial wipes/spray and paper towels are available for use to clean surfaces and touch points (fridge handles and taps) prior to and after use.	4	2	Med	
Toilets	Exposure to virus by an infected person or touch point	All	a. In small toilet areas, where possible, one person to be in the facilities at any one time. b. Close the toilet lid before flushing. c. Maintain social distancing whilst washing hands, remain in your cubicle and wait for the hand basins to become free if necessary. d. Wash hands thoroughly with soap and water. e. Apply hand sanitizer before you re-enter your floor. f. Signage erected in all toilet facilities to serve as reminders of safe procedures.	4	2	Med	
Shower facilities	Exposure to virus by an infected person or touch point	All	a. Cubicles may be put out of use to maintain social distancing. b. Wet towels and clothes are to be put in drying cabinets/rooms and taken home at the end of each day.	4	2	Med	

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Visitors/Clients	Exposure to virus by infected persons	All	<ul style="list-style-type: none"> a. Facilities team have put social distancing tape in place to ensure client services team do not have the safe distance breached. b. Safety screens have been fitted to reception desks. c. Hand sanitizer is available in reception and Visitors/Clients/Contractors invited to use it. d. Prior to visiting an office, clients are sent a Visitor Guide so that they are aware of safety procedures and the need to scan the QR code and complete the short COVID health status. e. Visitors/Clients will be shown straight into meeting rooms to avoid congregating in waiting areas. f. Hand sanitizer and wipes are available in all meeting rooms. g. Meeting room touch points are sanitized before and after meetings by cleaning operatives or facilities team. h. Limited hospitality is available, tea, coffee water and individually wrapped biscuits only. 	4	2	Med	
Contractors working on site			<ul style="list-style-type: none"> a. All suppliers and contractors on site are advised of safety measures in place upon arrival and facilities teams ensure that they adhere to these. b. All contractors are to scan the QR code. c. All contractors are to wear face masks. 				

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Meetings	Exposure to virus by infected persons or touch points	All	<ul style="list-style-type: none"> a. Meeting rooms are to have occupancy levels restricted to maintain social distancing. b. Seminars and other large gatherings are not permitted. c. Hand sanitizers and anti-bacterial wipes will be available for use in all rooms. d. Hospitality staff will not enter rooms if they are occupied. Refreshments are to be delivered prior to guest arrival. e. If additional refreshments are required during the course of the meeting, then the occupants are to vacate the room to enable the hospitality staff member to enter. f. After every meeting all touch points will be wiped, by either the cleaning operatives or facilities team. g. Plates of biscuits or other snacks will not be provided unless they are individually wrapped. 	4	2	Med	
Use of Edo	Exposure to virus by infected persons or touch points	All	<ul style="list-style-type: none"> a. A full clean of the kitchen facilities will be undertaken by CH & Co prior to return to services being reinstated. They will produce their own RA with additional control measures which must be adhered to in conjunction with this document. b. M&R will provide our own RA to C H & Co and both Firms will work together to ensure safe practices are adhered to. c. A limited, take-away menu will be offered and there will not be any food that is uncovered, such as salad bars and hot plate offering. d. Card payments only. 	4	2	Med	

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			e. Social distancing to be maintained and facilities team will use tape to mark up the areas.				
Availability of first aiders	No first aiders available		a. Facilities team are to ensure they are aware which first aiders are on site each day. b. In the event of an accident and no first aiders being available, ring (9)999 if it is an emergency or (9)111 for a minor injury to seek advice.	2	1	Low	
Administering first aid	Exposure to infected person	First aider	a. Prior to touching the casualty put gloves on and a face mask. b. Gloves and face masks/shields have been added to / are near the first aid boxes on each floor. c. Keep contact with the casualty to a minimum. d. Ensure others who may be assisting you with phone calls or equipment maintain social distancing.	4	2	Med	
Emergency evacuations	Limited or no fire marshals on site	All	a. Fire detection and alarm systems have been maintained and tested and are fully operational. b. Staff are clear on evacuation procedures however, they are reminded of these and advised there are limited numbers of fire marshals on site. c. The urgency to vacate a premises in an emergency takes priority over social distancing, but this should be maintained where possible	3	1	Low	

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			during an evacuation and at assembly points.				
Staff member already in the building being symptomatic or receiving notification that they have tested positive for COVID-19 or have been in close contact with someone confirmed to have COVID-19.	Exposure to infected person	All	<ul style="list-style-type: none"> a. Ask the staff member to leave the building immediately. b. Ensure they phone (9)111 or (9)999 depending on severity, using their own phone to seek their advice and report back to HR. c. Isolate the desk / area the person has been using. Inform HR & line manager. HR will investigate and implement further procedures as required. d. Notify Spotless and Fisco of the confirmed case. e. House-keeper to be diverted from normal tasks to start manual virucidal disinfecting ASAP using PPE (goggles, approved mask, paper suit, gloves) which will be kept on site and later disposed of. f. House-keeper to be joined at earliest opportunity by additional staff as required. Evening staff to join in these tasks also if instructed. g. Area will be COVID safe next working day. h. If there are no cleaning operatives on site, facilities team are to isolate the area and ensure no-one else uses it. i. Facilities team will have access to the virucidal 	4	2	Med	<p>1) There is a detailed document produced by HR to cover all scenarios.</p> <p>2) Spotless have detailed RAMS to ensure a COVID secure operation.</p> <p>3) Fogging will be considered dependent upon each scenario.</p>

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			<p>disinfecting spray, should the area potentially exposed to the virus be high risk to others and therefore in need of urgent attention.</p> <p>j. PPE to be worn should facilities team need to apply virucidal spray.</p>				
Deliveries of post	Exposure to infected person	All	<p>a. All deliveries are received without the requirement for a signature.</p> <p>b. Face coverings are to be worn by the person receiving the delivery.</p> <p>c. Post will be scanned in by Facilities and emailed to the recipient, copying in their Executive Assistant. The hard copy will then be delivered to the relevant Executive Assistant, maintaining social distancing.</p> <p>d. If the Executive Assistant is not in the office, it will be delivered to the next relevant, nominated Executive Assistant whilst maintaining social distancing.</p> <p>e. After handling all deliveries hands must be thoroughly washed. (However, there is currently no evidence however to show that the virus is carried on paper/cardboard).</p>	4	1	Low	<p>People making deliveries are to be reminded to wear face coverings if they don't do this as a matter of course.</p>

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Use of face coverings on public transport and within the office	Exposure to virus by an infected person	All	<ul style="list-style-type: none"> a. In accordance with Government guidelines, if public transport is used then face coverings must be worn as they offer some protection against transmission of the virus. b. If this product has been purchased or provided for you, it must be used in accordance with the guidelines for that specific product. c. If used, all other safety measures such as social distancing, avoiding touching of the face and regular hand washing must still be maintained. d. If you work in any building where there is a requirement to wear a face covering in any scenario this must be complied with. e. There is a large supply of face masks available for staff and visitors to use if they do not have their own available. f. Anyone can wear a face mask at any time in the office if they choose to do so. 	4	2	Med	Any changes to Government guidelines will be implemented immediately.
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Potential Injury (Severity) (A)

Major (Death or Serious Injury)	4
Serious (Over 3 Day Absence)	3
Significant (Up to 3 Days Absence)	2
Slight (Minor First Aid Case)	1

Probability (B)

High (Harm is certain or near certain)	4
Medium (Will occur frequently)	3
Low (Will seldom occur)	2
Extremely Remote (Very Unlikely)	1

Risk Rating

High Risk – Further controls necessary	10-16
Medium – Control measures must be in place and additional ones may need to be considered	5-9
Low Risk – Keep under review	2-4
Minimal Risk – No further action	1